

# Missouri State Rehabilitation Council

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*Terrence Freeman*



*Debra Millett*



*Mitch Surface*

## 2003 Annual Report

December 2003

Published by the Division of Vocational Rehabilitation  
Missouri Department of Elementary and Secondary Education  
3024 Dupont Circle, Jefferson City, MO 65109  
Web site: [vr.dese.mo.gov](http://vr.dese.mo.gov)

# THANK YOU RON!



At the November 2003 SRC meeting, Betty Chandler, Council Chairperson, presented Ron Vessell, Council Ex Officio Member and MDVR's Assistant Commissioner, with a cake and gift in honor of his retirement.

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THE COUNCIL WISHES TO EXPRESS appreciation and gratitude for the many contributions that Ron Vessell has made to both the council and to the Missouri Division of Vocational Rehabilitation. As of December 31, 2003, Ron Vessell retired from his position as assistant commissioner of Vocational Rehabilitation. Mr. Vessell began his career with the division 28 years ago as a vocational rehabilitation counselor in the Olivette District Office in St. Louis, Mo. Throughout all of his years in counseling and administration, Mr. Vessell never wavered in his vision — to clear the road for persons with disabilities seeking employment and independence in their lives.

Mr. Vessell served on the council as an Ex Officio Member since July 1997. He has been a tireless advocate for persons with disabilities on both the state and federal levels. In his ex officio capacity, he worked under the council's advisement on such significant issues as:

- “informed choice” for consumers
- methods to obtain consumer satisfaction information and strategies to use the data to enhance services
- Rehabilitation Services Administration's (RSA) decision in 2001 to change the definition of employment outcomes to reflect only integrated competitive settings, thus excluding sheltered workshop employment outcomes
- the waiting list (Order of Selection) for services initiated in the fall of 2003

The council recognizes Mr. Vessell's achievements in enhancing the quality of life for persons with disabilities. No doubt, his passion for serving others will continue even beyond his retirement from the division.

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# Mission Statement

(Adopted Nov. 4, 1999)



## Missouri State Rehabilitation Council

### Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

### Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

### Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



# MISSOURI STATE REHABILITATION COUNCIL

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**Betty Chandler**  
Chairperson  
Carl Junction

**Linda Benoit**  
Vice Chairperson  
Florissant

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**Susan Adrian**  
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**John Bamberg**  
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**Scott Berning**  
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**Mary Louise Bussabarger**  
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**Marcia Cline**  
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**Lee Henson**  
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**Manfred Leonhard**  
Columbia

**Gary Maddox**  
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**Roy E. Miller, Ph.D.**  
Jefferson City

**Mary Kay Savage**  
Kansas City

**Diane Spieker**  
Jefferson City

**James Terrill**  
Centralia

**Sarah Tilley**  
Springfield

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**Ronald W. Vessell**  
Assistant Commissioner  
Ex Officio Member  
Jefferson City

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the council, contact:*

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December 31, 2003

The Honorable Bob Holden  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Holden:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2003. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each of the council members have unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved in the urban areas of Kansas City and St. Louis, to exploring additional methods of obtaining consumer satisfaction feedback, and to expanding in-service training.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Betty Chandler  
Chairperson

# State Rehabilitation Council Members



**Betty Chandler**  
Carl Junction  
Council Chairperson



**Linda Benoit**  
Florissant  
Council Vice Chairperson



**Ronald W. Vessell**  
Jefferson City  
Council Ex Officio Member  
MDVR's Assistant Commissioner



**Susan Adrian**  
St. Louis



**John Bamberg**  
Columbia



**Scott L. Berning**  
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**Ina Mae Brooks**  
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**Manfred Leonhard**  
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**Gary Maddox**  
Gallatin



**Roy E. Miller, Ph.D.**  
Jefferson City



**Mary Kay Savage**  
Kansas City



**Diane J. Spieker**  
Jefferson City



**Jim Terrill**  
Centralia



**Sarah Tilley**  
Springfield

# Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers and any other functions affecting people with disabilities.

During FY03, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policy revisions and newly filed administrative rules.
- Collaborating with other councils and agencies, such as the State Independent Living Council, Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education and the Governor's Council on Disability.
- Attending division public hearings to provide input on the state plan.
- Working with the division to evaluate consumer satisfaction feedback and providing recommendations based on this feedback.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) national meeting in Washington, D.C.
- Reviewing the division's state and strategic plans.
- Working with division staff in preparing the 2003 annual report.
- Providing comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- Providing SRC nominations for the governor to consider.
- Informing Missouri's U.S. representatives and U.S. senators of the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.

# Mission Statement

## Missouri Department of Elementary and Secondary Education

### Division of Vocational Rehabilitation

*“Making a positive difference through education and service”*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools and citizens.

**We provide leadership and promote excellence. We**

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

**We promise to greatly exceed customers' expectations. We**

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.



**D. Kent King**  
Commissioner of Education



**Ronald W. Vessell**  
Assistant Commissioner  
Vocational Rehabilitation

## Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2003

The Honorable Bob Holden  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Holden:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2003. As required by federal regulation, this report provides information on the Division of Vocational Rehabilitation's employment program for persons with disabilities.

We are pleased to report that 5,563 persons were successfully employed during FY03. The employment success rate for people served was 78.7 percent. Missouri Vocational Rehabilitation consistently ranks in the nation's top ten state rehab agencies in terms of success rate.

The program's customer satisfaction survey results are among the top in the nation, if not first.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to nearly 5,000 students per year in 361 high schools. Last year, we assisted almost 800 students in reaching their employment goals.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the council, and it has been my privilege to work with them this past year.

In closing, I along with the council offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading "Ronald W. Vessell", is positioned above the typed name.

Ronald W. Vessell  
Assistant Commissioner  
Missouri Division of Vocational Rehabilitation

# Historical Highlights of Vocational Rehabilitation

**1920 • Smith-Fess Act.** First civilian state-federal vocational rehabilitation act. Authorized for four years. *Goal:* promoted vocational rehabilitation of people with disabilities who worked in industrial or any legitimate occupation so they could return to work. *Act provisions:* money allotment to states based on population, matching federal to state dollars \$1 to \$1, state plan requirement, and available to all people of employment age who were incapacitated by a physical defect or infirmity and who might become employable through rehabilitation.

**1935 • Social Security Act.** Doubled appropriation for vocational rehabilitation agencies to nearly \$2 million. Established vocational rehabilitation as a permanent program.

**1943 • Barden-LaFollette Act (also known as VR Act of 1943).** Amended the Smith-Fess Act. Authorized payment for physical restoration (or to eliminate/reduce a disability); permitted services for people with mental illness; made new provisions for people who are blind; made funds available for the entire cost of state administration; included guidance and placement services; and changed allocation of federal funds from a population base to one of need, as determined by the states.

**1968 • Architectural Barriers Act.** Established accessibility standards for new construction or alterations to federal buildings.

**1973 • Rehabilitation Act Amendments.** *Main points:* severely disabled served first, client/counselor jointly develop client's rehabilitation plan, post-employment services, annual review of eligibility, greater accountability (standards), affirmative action, and evaluation of the primary purpose of the program. *Section 502:* Architectural and Transportation Barriers Compliance Board. *Section 504:* "nondiscrimination for handicapped."

**1978 • Rehabilitation Act Amendments.** Authorized and funded independent living programs and centers. Established the National Institute on Disability and Rehabilitation Research.

**1984 • Rehabilitation Act Amendments.** *Key points:* client can make appeals, Client Assistance Program established.

**1986 • Rehabilitation Act Amendments.** *Key point:* supported employment programs now required in state plans.

**1990 • Americans with Disabilities Act.** Landmark federal anti-discrimination statute. Enacted to address barriers to people with disabilities not only in employment, but in housing, public accommodations, education, transportation, communication, recreation, institutionalization, health, voting and access to public facilities.

**1992 • Rehabilitation Act Amendments.** *Key points:* established eligibility to be determined within 60 days; existing information/client input sought; allowed formation of a council; and emphasized client choice (where people with disabilities are active participants in their own rehabilitation programs, including making meaningful and informed choices).

**1998 • Final Regulations of Rehabilitation Act Amendments of 1992.** *Key points:* extended period from 60 days to 90 days in order for individuals to reach successful employment outcomes; amended the definition of competitive employment to include employment paying minimum wages, but not less than customary wages/benefits by the same employer to non-disabled workers performing similar functions; strengthened the definition of an integrated setting to require actual interaction between people with disabilities who are receiving services and non-disabled workers; and required agencies to develop policies that ensure that each person receives information about the scope of services and that each person's informed choice must be considered when writing the individual rehabilitation plan and vocational goal.

**August 1998 • Rehabilitation Act Amendments.** *Key points:* extended authorization of the Act for five years. *Emphasis placed on:* expanding the exercise of informed choice by individuals with disabilities; streamlining administrative procedures (i.e. reducing state plan requirements, eliminating the strategic plan, renaming the Individualized Written Plan as the Individualized Plan for Employment); increasing high-quality employment outcomes; expanding due-process procedures to include mediation; and linking VR programs to the State Workforce Investment Systems.

# Agency Overview

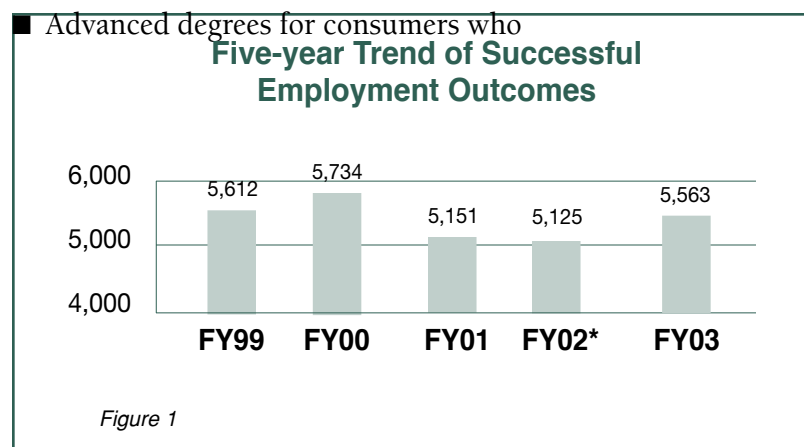
Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2003 (Oct. 1, 2002 to Sept. 30, 2003).

During FY03, vocational rehabilitation counselors worked with more than 29,000 eligible people in various categories. In FY03, 5,563 consumers had successful outcomes out of a total of 7,073 individuals leaving Vocational Rehabilitation (VR) services. Figures 1 (this page) and 2 (page 12) illustrate the number of successful outcomes and the percentages of success during the last five years.

Figure 2 (page 12) shows that more than 78 percent of consumers who received services with VR were successfully employed (this figure is a percentage of all eligible consumers leaving VR who received services). Research, from the Department of Economics, University of Missouri, Columbia, shows that about 70 percent of these consumers will still be employed one year later.

A couple of important items to note from FY03 regarding VR's positive impact on the quality of consumers' lives and the communities it serves:

- Out of 5,563 successfully employed consumers, only 140 consumers had weekly earnings of \$500 or more at the time of their referral to VR. However, at the time of case closure, the number of consumers jumped to 529 — an increase of 389.



\* As of FY02, successful employment outcome data no longer includes sheltered workshop employment outcome information.



Debra Millett, former consumer, entered the growing field of massage therapy with assistance from VR. She is now employed as a Licensed Massage Therapist.

achieved successful employment outcomes rose from the time of referral to the time of closure. For instance, the number of consumers obtaining associate's degrees increased from 284 to 835.

See pages 35 and 36 for additional information on VR's positive impact on consumers' weekly earnings and

## Agency Overview (continued)

### Rate of Successful Employment Outcomes *(five-year trend)*

69.2%	70.7%	70.6%	71.6%	78.7%
<b>FY99</b>	<b>FY00</b>	<b>FY01</b>	<b>FY02</b>	<b>FY03</b>

Figure 2

## Transition Services

Many activities occurred in the area of Transition Services during FY03. One major area of focus involved the development of a statewide data base and reporting system that measures and tracks referral information and success rates for students with disabilities who have participated in and received VR Transition Services prior to graduation. Transition Services worked closely with the Division of Special Education in coordinating data collection efforts. Through this expanded data collection system, VR, the special education division and other adult rehab agencies will continue to benefit from joint training and technical assistance activities. Transition Services has improved and expanded through the development of joint Memorandums of Understanding (MOUs) between local school districts, VR district offices and local providers. MOUs outline how transition assessment services for students with disabilities will be provided at the local level. Since FY02, Transition Services has seen an increase in the number of cases that VR opened on students with disabilities prior to graduation, an increase in the number of cases that VR opened on students with disabilities prior to graduation from a secondary school setting, and an increase in the overall success rate for students with disabilities who have been referred to VR for Transition Services prior to graduation.

## State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY03. VR receives state funds from General

Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

### SSA Trust Fund Reimbursements *(five-year trend)*

\$1,595,625	\$1,136,331	\$2,517,513	\$1,631,240	\$1,056,480
<b>FY99</b>	<b>FY00</b>	<b>FY01</b>	<b>FY02</b>	<b>FY03</b>

Figure 3

## Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to successfully rehabilitated SSA recipients. The division continues to seek SSA reimbursements. As of September 30, 2003, the division received \$1,056,480. Figure 3 provides VR's reimbursement totals for the last five years.

## Agency Overview (continued)

### Consumer Satisfaction

Another priority for the division is consumer satisfaction with division staff and services. The council is responsible for administering a consumer satisfaction survey (pages 29-32). Division staff surveyed all eligible consumers whose cases were closed in FY03. Specific feedback is shared with division management, supervisors and counselors. This information is used as a tool for staff performance as well as to improve services and evaluate training needs.

In FY03, the division surveyed 7,073 consumers who received and left VR services. Of these individuals, 99 percent felt they were treated with respect, and 98 percent indicated they were involved in making choices concerning their employment goals and services.

A pilot project in the Rolla VR office is measuring consumer satisfaction immediately after the initial plan period. As mentioned above, the division measures consumers' satisfaction after they leave VR services. This pilot will give the division an idea of a consumer's satisfaction at the time of service delivery.

### Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet several times a year: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, Cultural Diversity, and Work Incentives. As a result, a number of recommendations have been implemented to improve services for people with disabilities.



During FY03, SRC members worked with the division on many issues, such as the evaluation of consumer satisfaction feedback and communication with U.S. lawmakers regarding services for persons with disabilities. Pictured (left to right) are Diane Spieker, Jim Terrill and Lee Henson, all council members; and Linda Benoit, Council Vice Chairperson.

# Interagency Cooperation

## Workforce Development

In Missouri, the late Gov. Mel Carnahan created the Division of Workforce Development under the Department of Economic Development. Workforce Development ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development Centers across the state. In July 1999, the Division of Employment Security joined the Division of Workforce Development. In September 1999, the governor designated the Missouri Training and Employment Council (MTEC) as the state board that oversees Workforce Development.



Dyann Greene was the VR Supervisor of Workforce Development until her retirement in November 2003. Dyann traveled the state coordinating the efforts between VR and the Division of Workforce Development to successfully employ persons with disabilities.

There are 14 workforce regions in Missouri. Funds are allocated by formula and eligible training providers have been certified. Under WIA, there are 19 required partners that are working together to provide One-Stop Career Centers (referred to as Career Centers in Missouri) with universal access that is streamlined for all citizens wanting assistance with gaining employment. Vocational Rehabilitation is a major partner, and as such, they are involved in the development of a workable system to serve all Missouri citizens. They are working for integrated services through an Integration Team of partners. Primary concerns are developing a statewide data system accessible by all partners and the shared location of agency offices within 14 regions. In addition, committees of

representatives from partner agencies have joined forces to develop a system that will provide immediate and valuable services to citizens. The committees are addressing issues, such as systemwide performance measures, short-term training certificates, marketing and equal access (architectural and program) within the Career Centers. They are moving forward in all areas.

A full-time supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed. The VR supervisor of Workforce Development continues to visit Career Centers and VR offices throughout the state. The supervisor is also involved in the partner committee meetings addressing the systemwide issues previously mentioned. VR, through this continuous involvement with other agencies, is ensuring our consumers are served through access to this universal system.

## One-Stop Partnerships

Locally, counselors still provide the core services for consumers with disabilities. Because of the differences in geographical locations, VR is represented in many different ways. There are centers where counselors visit three to four days a week. Other centers are located in complexes along with a VR office. This allows consumers convenient access to a variety of services. Some Career Centers are not accessible either



## Interagency Cooperation (continued)

physically or in the provision of programs and services. As a result, VR counselors will either go to a different location or meet consumers at the local VR office. VR counselors travel to approximately 2,000 locations statewide to provide services to consumers.

VR has established a statewide ad hoc committee on accessibility that provided each center with data on assistive technology for persons who are blind, visually impaired and hearing impaired. The committee was formed at the request of MTEC in order to assure all facilities, services and programs become accessible. Recommendations have been given to each center and sent to MTEC. As a result of these visits, the centers are being equipped with speech synthesizers, Braille materials, computers with large monitors and adaptive keyboards and telecommunication devices. In addition, VR provides ongoing cross-training and technical assistance to Career Centers' staff members on accommodations in the workplace.

## Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs) to provide direct services to people with disabilities.

The 2002-2004 state plan developed by VR and SILC details the tasks and objectives necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC began the process of establishing outcome measures for Independent Living Services (ILS) and Personal Assistance Services (PAS). While the Independent Living program outcomes are still in the development phase, the PAS program has developed outcomes, identified quality indicators and performance measures. Last year, a plan was implemented to improve the PAS program and increase accountability as well as to determine the quality, effectiveness and benefit of PAS services to consumers. During 2003, survey results data were gathered and benchmarks were established to compare against 2004 outcomes.

SILC and the Missouri Assistive Technology Council teamed up as sponsors, along with the Division of Vocational Rehabilitation and other organizations as co-sponsors, to host the 2003 "Power Up" Conference and Expo in April. Conference attendees, such as consumers, service providers, independent living specialists and rehabilitation professionals, learned ways to enhance and promote the independence and quality of life of people with disabilities. SILC was also visible during 2003 as a sponsor and attendee of the SILC Congress, which is a national gathering of all SILCs in the country, to work on SILC's National Action Plan.

## Interagency Cooperation (continued)

### Personal Assistance Services (PAS) Programs

Vocational Rehabilitation operates three consumer-directed Personal Assistance Services programs for consumers who require personal care services. The three programs are Non-Medicaid Eligible, Medicaid State Plan and Independent Living Waiver. These statewide programs are administered locally by 21 Centers for Independent Living.

The Non-Medicaid Eligible (NME) program began in 1985. This program enables consumers with physical disabilities, who are “employed or ready for employment,” to maintain or seek employment by utilizing personal care services. The program is funded through general revenue appropriated by the state legislature. This program served as the model for the development of the Medicaid State Plan (MSP) and the Independent Living Waiver (ILW) programs.

The MSP program began in 1993. This program targets the Medicaid-eligible population with physical disabilities. Eligible consumers may access personal care services up to a monthly total of \$2,368. This is the maximum dollar amount of services for which a consumer is eligible. The MSP program is funded through a combination of federal and state funds.

The ILW program started on January 1, 2000. This program targets consumers eligible for Medicaid who have physical and/or cognitive disabilities and who require either personal care services above the MSP monthly maximum of \$2,368, specialized medical equipment and supplies, environmental accessibility adaptations or case management.

<b>Personal Assistance Services (PAS) Program Statistics</b> (September 30, 2003)			
	<b>NME Program</b>	<b>MSP Program</b>	<b>IL Waiver Program</b>
<b>Number of Consumers</b>	<b>150</b>	<b>4,917</b>	<b>600</b>

*Since December 1999, 94 PAS consumers have left nursing homes and are living in the community with the assistance of the PAS program.*



# Transition Services

The Missouri Division of Vocational Rehabilitation continues to work closely with the Division of Special Education in coordinating, planning and providing transition services for students with disabilities in the secondary school setting.

During FY03, the Transition Team, composed of MDVR staff and special education personnel at both the state and local level, continued to provide support and technical assistance regarding transition-related activities and services for students with disabilities in an effort to meet the following charges outlined by the assistant commissioner:

**Charge #1:** Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.

**Charge #2:** Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.

**Charge #3:** Develop methods to measure student participation in all transition services.

**Charge #4:** Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.

- In accordance with Charges #1 and #2 listed above, Vocational Rehabilitation (VR) continues to work on improving and expanding the Cooperative Work Experience Program (COOP) for students with disabilities. During FY03, approximately 361 out of 449 (K-12) school districts in the state were operating COOP programs, and those school districts who recently signed new COOP agreements increased from 207 in FY02 to 316 in FY03. Although the actual number of students participating in the COOP program decreased from 1,238 in FY02 to 1,064 in FY03, the overall success rate of students participating in the COOP program has continued to increase. In FY03, VR had approximately 609 students who participated in the COOP program and were closed as successfully competitively employed. Therefore, the overall success rate for students with disabilities participating in the COOP program through VR and their local high school was 80.9% for FY03.
- Methods to measure student participation in all transition services have continued to improve. VR opened cases on a significantly greater number of students with disabilities prior to graduation during FY03 than in FY02. In FY03, approximately 4,895 students with disabilities were linked to VR and a case was opened prior to graduation/exit from the secondary school setting compared to 3,751 students in FY02. In addition, the overall success rate for students with disabilities who had been referred to VR prior to graduation for transition services has increased. In FY03, to graduation for transition services has increased. In FY03, approximately 799 students with disabilities were



Urial Cain (left) and Peggy Gardner (right) both work to empty recyclable items into the recycling receptacle at the Community Access and Job Training (CAJT) High School in St. Louis, Mo. Urial is a graduate of CAJT, an alternative vocational program, and works at the St. Louis Science Center. Peggy continues to receive VR services and works as an assistant in the school office.

## Transition Services (continued)

closed as successfully competitively employed. The overall success rate for transition students with disabilities was 80.6% for FY03.

- In an effort to continue to improve and expand the quality of transition assessment services for students with significant disabilities, VR has continued to provide support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY03, approximately 134 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 105 different school districts and 29 various CRPs and SESP. This reflects a statewide increase of 22 local MOUs and 16 school districts for FY03.

With the knowledge gained from expanded data collection efforts this past year, Vocational Rehabilitation and Special Education personnel at both the state and local level in partnership with other adult rehabilitation agencies and services will continue to encourage opportunities for joint training and technical assistance activities. The Transition Team will also continue to work closely with the Division of Special Education to address Charge #4 (decreasing the dropout rate for students with disabilities) and continue to improve post-school outcomes for students with disabilities.

# Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. During this past fiscal year, VR and the Community Rehabilitation Programs (CRPs) collaboratively completed the first full year of an outcome-based service model that emphasizes results and values successful employment outcomes. The Community Rehabilitation Program/Vocational Rehabilitation (CRP/VR) Team, comprised of VR staff and executives from the CRPs, continues to work on the following issues:

- Continued partnering efforts at the local level and expanding efforts to include administrative staff from VR, the CRPs and the Supported Employment Service Providers (SESPs) along with professional organizations
- Continued quality improvement strategies with employment outcome services
- Assessment of Supported Employment and Community Employment Services by determining program effectiveness
- Continued assessment of current vendor requirements regarding utilization, outcomes and cost-effectiveness
- Development of factors to assess the impact of waiting lists (Order of Selection) on CRP services



Mitch Surface, former VR consumer, worked with Advent, a CRP. Mitch is now employed at Hastings Entertainment Superstore in Jefferson City, Mo.

The division continues to fund a variety of services to approximately 6,767 consumers in CRPs. It should be noted that the division always purchases services from local, nationally accredited, non-profit CRPs and has never owned or operated any of the programs.

Access to community-based services continues to be a division priority. As a result, all CRP programs emphasize community integration.

A complete listing of all division-approved CRPs can be found on page 41.

# Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 4-6 (pages 20-21). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY03, 77 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 (this page) provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 21) provides the total number of Supported Employment Service Providers (SESP). As of FY03, all counties in Missouri are being served by SESP. This expanded coverage offers choice for consumers.

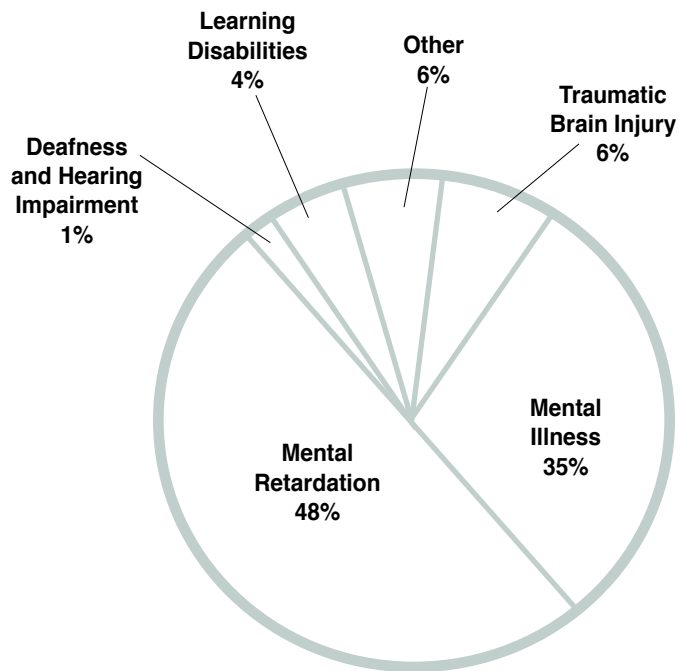


Figure 4\*\*

## Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 21) shows the average costs of services, hourly wages and other statistics for supported employment.

## Consumer Satisfaction

As noted on the chart on page 31 of this report, 100 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. And, 97 percent felt that VR policies were fair.

**\*\*Percentages based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

## Improved Availability for Supported Employment (continued)

### Supported Employment Race and Gender of those Served\*\* – FY03 –

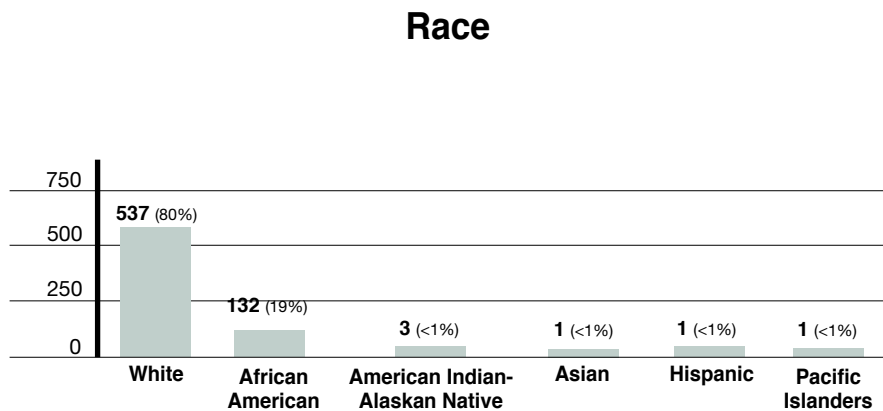


Figure 5\*\*

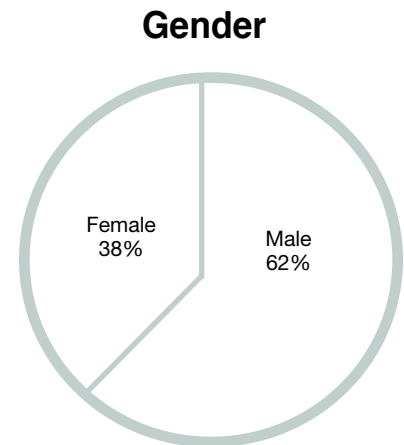


Figure 6\*\*

### Other Supported Employment Statistics

SESPs Total Providers from FY02 - FY03	
Fiscal Year	# of SE Providers
FY99	91
FY00	88
FY01	86
FY02	86
FY03	86

Figure 7

### Supported Employment: Competitively Employed Statistics FY03

Average cost of job coaching services per consumer	\$3,949.00
Average cost of assessment services per consumer	\$1,235.00**
Average cost of job development services per consumer	\$1,067.00**
Average hourly wage per consumer	\$6.50
Average hours per week worked per consumer	24

#### Other SE Statistics for FY03

Success rate	77 percent**
Successful closures	522
Unsuccessful closures after services rendered	.153

Figure 8

**\*\*Figures based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

# Innovation and Expansion Grants

Vocational Rehabilitation (VR) continues to improve its methods of delivering services. An area of emphasis for VR has been to work collaboratively with agency partners to effectively and efficiently deliver seamless services to consumers. Innovation and Expansion grants allow VR the opportunity to explore new strategies and methods for this type of service delivery.

In November of 2002, VR awarded five Innovation and Expansion grants to providers around the state based on their ability to meet the requirements of the grant application. Grant requirements focused on ways in which CRPs and SESP's could effectively assist VR counselors with case management activities to improve service delivery. Grant recipients were Advent Enterprises, Lakes Country Resource Centers, Learning Opportunities, The Rehabilitation Institute and Truman Employment Service.

The grant maximum is \$56,250 with the federal share at \$45,000 and a required local match from the recipient of \$11,250 per year. The grants cover a two-year period from November 2002 to October 2004 with a renewal application process for the second year. All five first-year recipients have been renewed.

Expected outcome measures for the grants, at a minimum, include:

- Improving the timeliness of eligibility determination and service delivery;
- Increasing successful competitive closures;
- Reducing unsuccessful closures; and
- Increasing coordination and collaboration with local VR offices and other community partners.

During the first year of the grants, the five providers served over 1,000 consumers with further growth anticipated for the second year.

# Assistive Technology

In FY03, the division provided a variety of assistive technology services, devices and equipment to 1,670 individuals for a total cost of \$3,318,018.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining or improving functional capabilities. These may be commercially purchased or modified/customized by a specialist in technology. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered-mobility equipment; walkers; braces; crutches; computer equipment (e.g. adaptive keyboards, voice-activated controls and specialized software); vehicle modifications; and home modifications.

Assistive technology services include: evaluation design, customization, adaptation, maintenance, repair, therapy, training or technical training that assists an individual with a disability in the use of an assistive technology device.

The Telecommunication Access Program (TAP), implemented by the Missouri General Assembly, has become an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunication access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability. TAP has saved the division significant costs of purchasing these services.

Within the seven regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the Americans with Disabilities Act and assistive technology.
- the availability of assistive technology services for students in secondary education programs.
- the availability of services/vendors in particular regions.
- TAP and the demonstration equipment sites funded by the program that are located in the Centers for Independent Living (CILs)\* around the state.

In April 2003, the Missouri Assistive Technology Council cohosted the statewide “Power Up” conference that was open to providers, consumers and division staff. The division’s technology information specialists attended, as well as a number of providers and exhibitors. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment.

\* See page 40 for CIL listings.

# Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations (i.e. primarily African American and Hispanic consumers). Figure 9 (page 25) reflects the closure percentages by race for FY02 and FY03. This chart illustrates that African American consumers continue to represent disproportionately higher rates of outcomes that are not successful.

The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations. For example, a pilot program that was designed to retain consumers at risk of leaving VR services has become a permanent program. Retention counselors now work with “at-risk” consumers to remove barriers to services and employment. Other staff, such as intake counselors, assist in locating “lost” consumers. Innovation and Expansion grants were awarded to a number of Community Rehabilitation Programs (CRPs) to also assist VR in contacting “lost” consumers and assist with removing barriers to services.

## Cultural Diversity Team

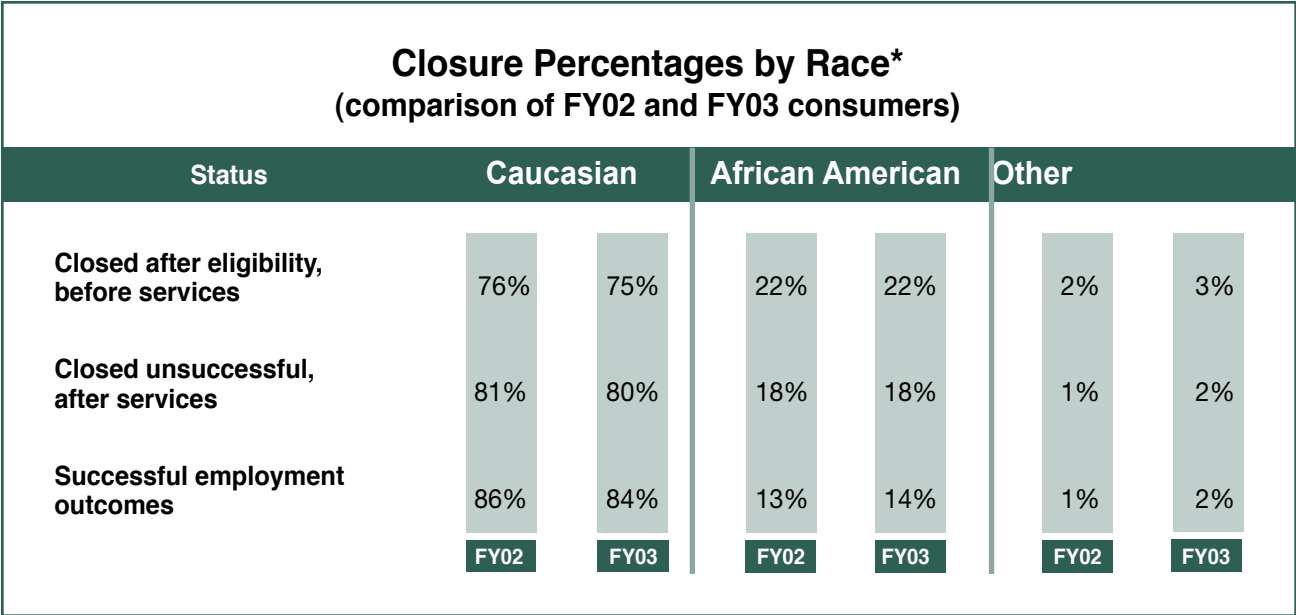
To work on issues relating to underserved populations, the assistant commissioner appointed a diverse group of staff to serve on the Cultural Diversity Team. This team has worked to develop strategies for:

- increasing the numbers of underserved populations using VR services;
- reducing the disproportionate numbers of underserved populations dropping out of VR services;
- improving the rate and quality of employment outcomes for underserved populations;
- improving recruitment and retention practices of culturally diverse consumers and employees for the entire division; and
- distributing information to underserved populations to have a positive effect on the above charges.

The Cultural Diversity Team has expanded its focus to include the entire Division of Vocational Rehabilitation by adding to the team four employees of Disability Determinations Services. The team meets several times a year to work on the above issues.



# Underserved Populations and Workplace Diversity (continued)



\*Percentages reflect the total number of consumers in each status.

Figure 9

Employee Diversity FY03	
<b>Employees with Disabilities</b>	
Counselors	16%
District and Assistant Supervisors	13%
Administrators	14%
Total professional staff	15%
Support staff	5%
<b>Minority Employees</b>	
Counselors	12%
African Americans	9%
Other	2%
District and Assistant Supervisors	10%
Administrators	8%
African Americans	6%
Other	3%
Total professional staff	11%
Support staff	16%
African Americans	13%
Other	3%
Other staff (Acct., CIT., Procurement)	
African Americans	6%
<b>Employees by Gender</b>	
Counselors	
Male	24%
Female	76%
District and Assistant Supervisors	
Male	45%
Female	55%
Administrators	
Male	44%
Female	56%
Total professional staff	
Male	30%
Female	70%
Support staff	
Male	3%
Female	97%
Other staff	
Male	22%
Female	78%

Figure 10

# Underserved Populations and Workplace Diversity (continued)

## Diversity in the Workplace

The division continues to work hard to recruit, hire and maintain a diverse workforce. Figure 10 (page 25) shows the specific categories of division employees as of September 30, 2003.

The division has an extensive plan to recruit individuals with culturally diverse backgrounds. All job openings are listed with the division and “Missouri Works” web pages, and nearly all vacancies are advertised in local newspapers as well as traditional African American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCU’s), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs and various community activities.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. In fact, VR intensified its recruitment efforts to include paid internships in 2003. At the time of this report, approximately 16 percent of the counselor positions are held by persons with disabilities.

In addition to the division’s recruitment efforts, all staff are participating in cultural diversity training. This on-going training is a positive outcome of one of the Cultural Diversity Team’s recommendations and utilizes a state-contracted diversity trainer. Feedback from this training has been positive. Diversity training will continue throughout next year and will be held regionally to defray travel expenses.

## Consumer Satisfaction

The division’s consumer satisfaction survey (page 31) illustrates that 96 percent of African American consumers felt that they were treated with respect. Other results showed that 94 percent of African Americans responding to the survey said they were involved in making choices about their career goals and VR services. Ninety-four percent also felt their VR experience was good and that VR helped them to become employed.



# NO LESS THAN SUCCESS!

## A BOOST FROM VR HELPS CONSUMER TERRENCE FREEMAN ACHIEVE HIS OCCUPATIONAL GOALS

"I lost everything," says Terry Freeman. "I was living in the gutters and eating out of the garbage."

Living on the streets is just one of the byproducts of substance abuse — Terry has firsthand experience with many. His disability began more than 30 years ago when as a teen in the '60s, he was part of the drug culture.

Terry received treatment for both his drug and alcohol addictions; he even stayed clean for almost a decade from 1988 to 1997. Then his mother passed away, and Terry turned back to drugs and alcohol to ease the grieving process.

But those days are over. Terry has gone from surviving in the gutters to maintaining a 3.0 grade point average at the Kansas City Kansas Community College. He is working on his associate's degree in substance abuse counseling and plans to go on for a bachelor's degree in a vocational rehabilitation or social work area.

Clean and sober since October 2000, Terry learned of the Vocational Rehabilitation (VR) program during substance abuse treatment. He credits VR with being a "vital part" of his recovery.

"I needed someone to reach back and grab my hand, and VR did that," Terry says. VR, along with a Pell

Terrence Freeman, consumer, is currently working on his associate's degree in substance abuse counseling at Kansas City Kansas Community College with assistance from VR.

Grant, pays for his college expenses. But Terry says VR has been more than just a financial resource. "They have nurtured me," he says.

Terry has developed a strong relationship with his VR counselor, David Showalter, and Larry Allen, the district supervisor of the Downtown Kansas City VR office.

"They help to keep my self esteem up, and they don't make me feel helpless," Terry says. "David does a lot for me, even if it means just being an ear sometimes. He knows me well enough to keep me going through the program; he knows what to say."

For his part, David respects Terry for what he has accomplished.

"Terry comes from a difficult background and has made his share of mistakes," David says. "He has shown true courage and commitment to turn his life around and reach out to help others."

Terry says Larry, the district supervisor, gives him "realms of possibilities and hope." "Larry has told me something that no one ever has — that I have 'raw talent and focus and discipline,'" Terry says.

Terry has a full life. Not only does he attend college, sometimes spending up to three hours a day commuting by bus, he is an ordained minister who volunteers in his community. He runs Alcoholics Anonymous and Narcotics Anonymous meetings and is a sponsor for three other persons with drug and alcohol dependencies who are in the 12-step recovery program. Terry recently represented the Missouri Division of Vocational Rehabilitation in Washington, D.C., at the National Training Workshop for New Leadership Development.

Terry says his philosophy in life is: "No matter how low you get down in the gutter, even in the sewer, make a decision to turn your life over to a higher power than yourself. Stay firm in your decision."

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# Consumer Satisfaction

The council's Program Evaluation Committee continues to survey and monitor consumer satisfaction. A prepaid-postage card with a quick, eight question survey is sent to all eligible consumers immediately after their cases are closed.

Survey results continued to be positive during FY03. For example, of the consumers surveyed who received services, 99 percent felt that they were treated with respect and 98 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was nearly 18 percent; their survey results are listed on page 31. Separate survey results for eligible consumers who left the program before receiving services can be found on page 32; their response rate was 5 percent.

## Survey Card • Sample 1 (completed by consumers who received services and exited the system successfully in employment or unsuccessfully)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The VR staff treated me with respect and courtesy.					
2. Overall, my VR services were provided in a timely manner.					
3. My counselor helped me to understand my disability and how it might affect my future work.					
4. I was involved in making choices about my goals and services.					
5. My experience with VR was good and I would recommend it to others.					
6. VR policies were fair.					
7. VR services have helped or will help me get a job.					
8. (Optional) How could VR have served me better?					

5. My experience with VR was good and I would recommend it to others.

6. VR policies were fair.

7. I'm not using VR services because:\*

8. (Optional) How could VR have served me better?

## Survey Card • Sample 2 (completed by consumers who were eligible but were closed before receiving services)

\*The only question that differs from the "Sample 1" survey postcard.

## Consumer Satisfaction (continued)

In addition to the consumer survey card, the division gathers input from consumers through two other questionnaire cards. Fashioned after the original consumer survey cards (Samples 1 and 2, shown on page 29), these cards reach out to consumers involved with Centers for Independent Living (CIL) and division Impartial Hearings. The results from the CIL surveys (card not shown) confirm the level of consumer satisfaction with the centers. Ninety-six percent of consumers felt that staff listened to their concerns, and 95 percent of consumers would recommend their center to friends or family in need of services. The Impartial Hearing questionnaire card (Sample 3, shown below) is sent to consumers who have participated in an appeal (due process hearing) regarding rehabilitation services. This particular card evaluates how fairly consumers felt they were treated by the hearing process and the Impartial Hearing Officer.

### Survey Card • Sample 3 (filled out by consumers who participated in an impartial hearing)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The Impartial Hearing Officer treated me with respect and courtesy.					
2. The Impartial Hearing Officer allowed me the opportunity to discuss my situation.					
3. As needed, other people were allowed to present on my behalf.					
4. As needed, alternative modes of communication were provided (i.e. sign interpreter, Braille, large print).					
5. A decision was reached and you were notified in a timely manner.					
6. The hearing was conducted in a fair and impartial manner.					
7. How could the Impartial Hearing Officer have served you better?					

# Consumer Satisfaction (continued)

## Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY03)

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair		Helped me get a job	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	99%	1%	96%	4%	93%	7%	98%	2%	97%	3%	97%	3%	93%	7%
Persons with significant disabilities*	99%	1%	95%	5%	92%	8%	97%	3%	97%	3%	97%	3%	93%	7%
Successful employment outcomes	99%	1%	96%	4%	94%	6%	98%	2%	97%	3%	98%	2%	94%	6%
Unsuccessful closures after services	95%	5%	92%	8%	84%	16%	93%	7%	94%	6%	87%	13%	84%	16%
African Americans*	96%	4%	92%	8%	88%	12%	94%	6%	94%	6%	93%	7%	94%	6%
Males*	98%	2%	96%	4%	94%	6%	97%	3%	97%	3%	96%	4%	93%	7%
Females*	99%	1%	96%	4%	92%	8%	98%	2%	97%	3%	97%	3%	93%	7%
Supported employment employees*	100%	0%	95%	5%	92%	8%	96%	4%	96%	4%	97%	3%	97%	3%
Persons with mental retardation*	99%	1%	94%	6%	92%	8%	97%	3%	95%	5%	95%	5%	96%	4%
Persons with mental illness*	98%	2%	93%	7%	83%	17%	97%	3%	94%	6%	96%	4%	90%	10%
Persons with deafness/hearing impairment*	98%	2%	98%	2%	97%	3%	98%	2%	98%	2%	98%	2%	94%	6%
Persons with traumatic brain injury*	100%	0%	93%	7%	90%	10%	98%	2%	98%	2%	100%	0%	95%	5%
Persons with alcohol/drug dependency*	100%	0%	97%	3%	94%	6%	97%	3%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	100%	0%	98%	2%	97%	3%	100%	0%	98%	2%	95%	5%	90%	10%
Persons with orthopedic impairments*	98%	2%	95%	5%	94%	6%	95%	5%	97%	3%	96%	4%	92%	8%

\*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

## Consumer Satisfaction (continued)

### Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY03)

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	93%	7%	86%	14%	81%	19%	88%	12%	87%	13%	85%	15%
Persons with significant disabilities*	93%	7%	86%	14%	82%	18%	88%	12%	87%	13%	86%	14%
African Americans*	93%	7%	87%	13%	84%	16%	88%	12%	87%	13%	85%	15%
Males*	92%	8%	86%	14%	80%	20%	88%	12%	85%	15%	84%	16%
Females*	94%	6%	86%	14%	82%	18%	88%	12%	89%	11%	85%	15%
Persons with mental retardation*	94%	6%	88%	12%	83%	17%	89%	11%	94%	6%	91%	9%
Persons with mental illness*	94%	6%	88%	12%	79%	21%	88%	12%	85%	15%	84%	16%
Persons with deafness/hearing impairment*	100%	0%	89%	11%	78%	22%	88%	12%	88%	12%	75%	25%
Persons with traumatic brain injury*	88%	12%	76%	24%	88%	12%	88%	12%	82%	18%	76%	24%
Persons with alcohol/drug dependency*	91%	9%	82%	18%	82%	18%	91%	9%	91%	9%	90%	10%
Persons with specific learning disabilities*	92%	8%	93%	7%	83%	17%	86%	14%	85%	15%	85%	15%
Persons with orthopedic impairments*	93%	7%	83%	17%	81%	19%	87%	13%	85%	15%	83%	17%

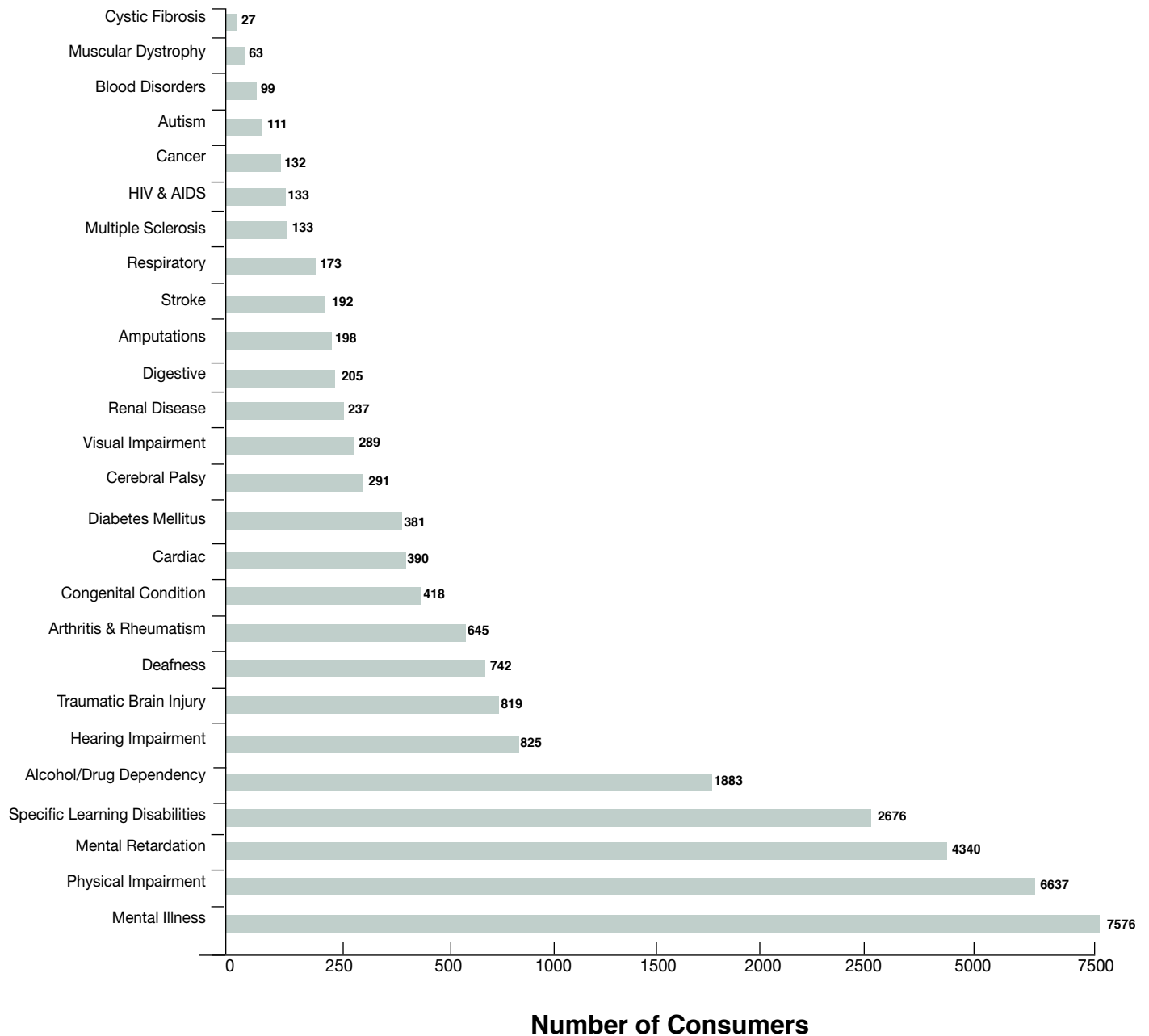
\*Total responses of eligible consumers who have left the program before receiving services.



# Disability Categories of Eligible Consumers

– FY03 –

## Types of Disability

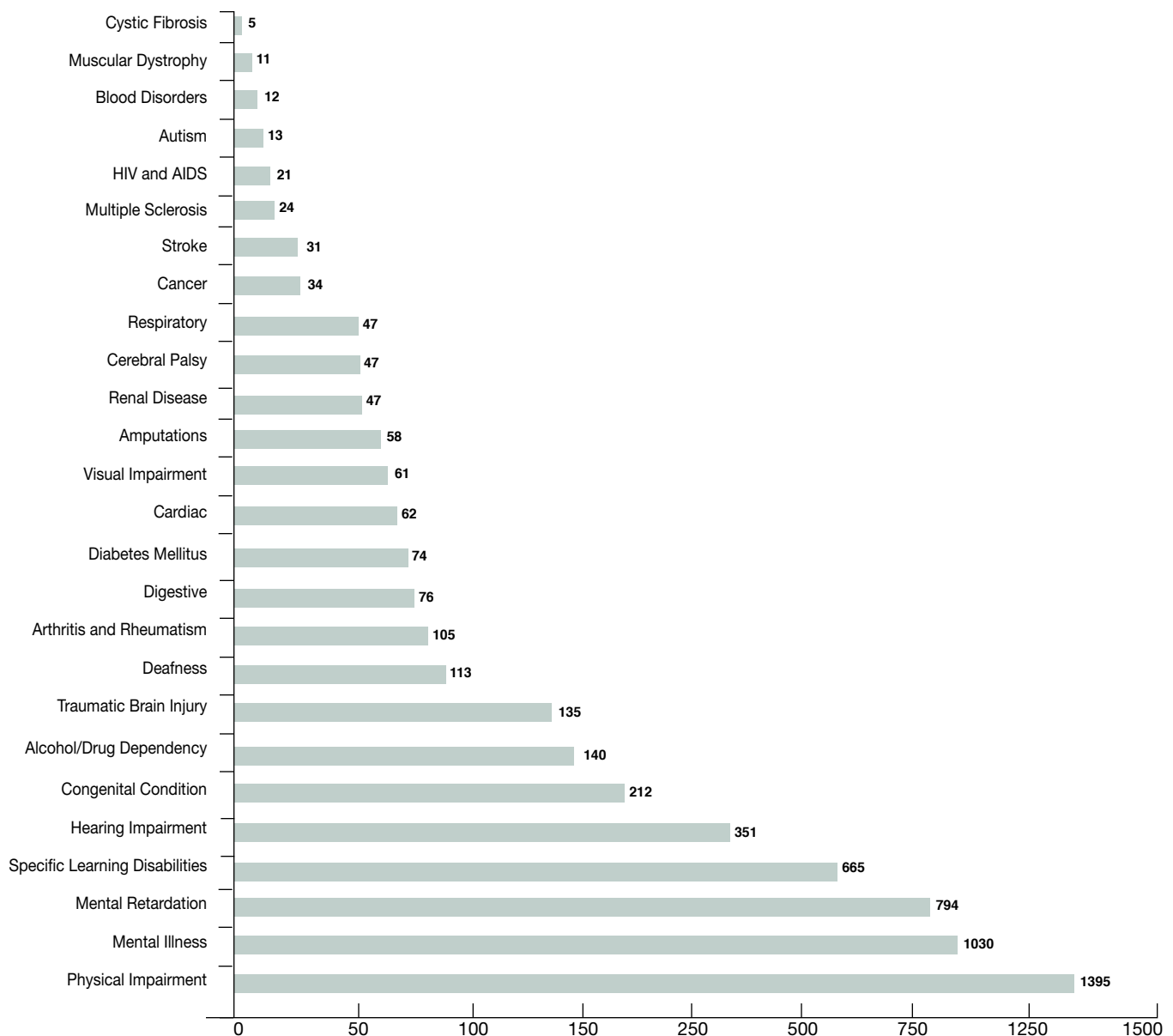


**Total number of eligible consumers: 29,615**

# Disability Categories of Consumers with Successful Employment Outcomes

– FY03 –

## Types of Disability



Number of Consumers

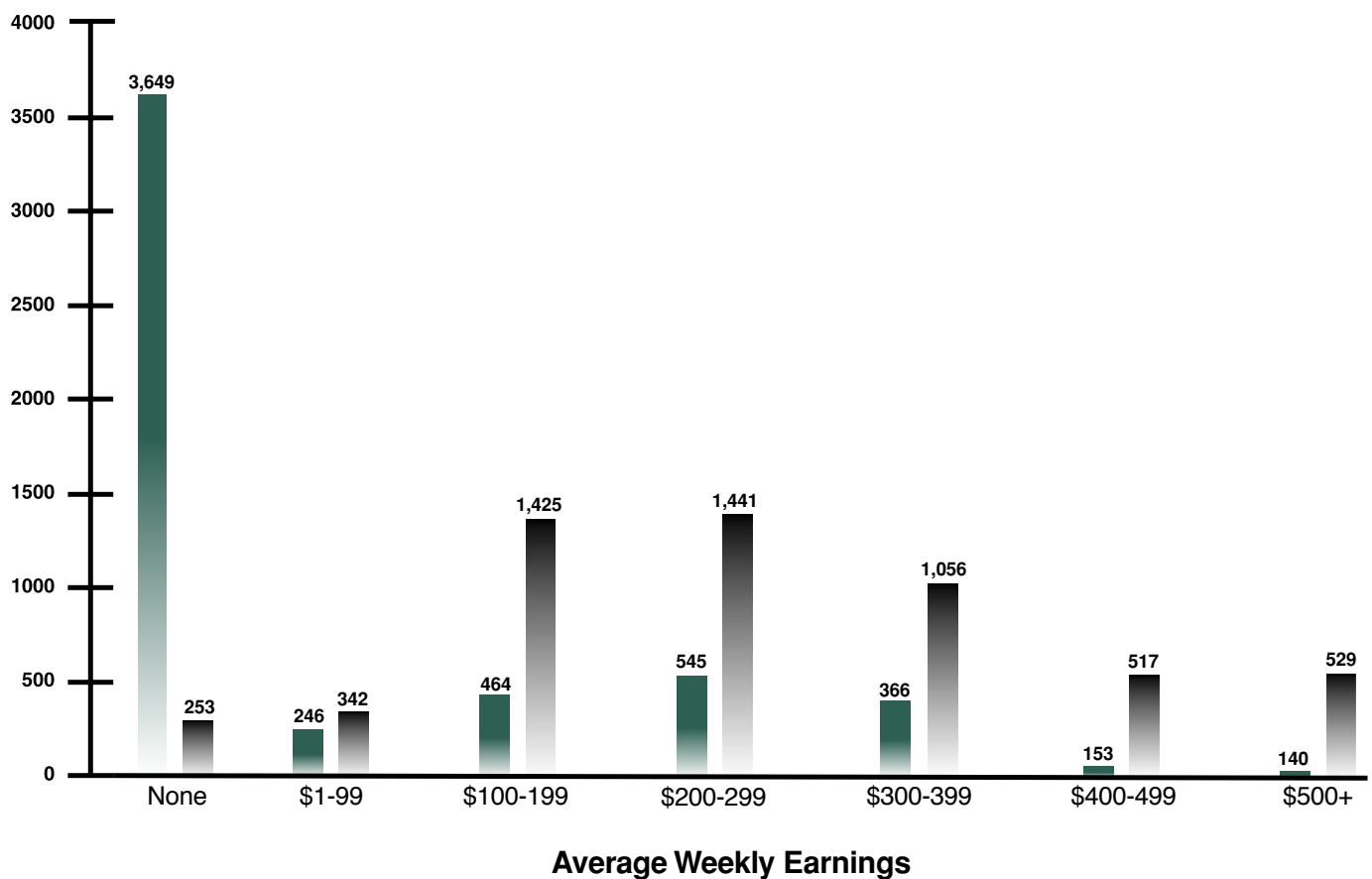
**Total number of successful employment outcomes: 5,563**

# Impact of VR Services on Weekly Earnings of Consumers with Successful Employment Outcomes

– FY03 –

Referral Closure

## Number of Consumers



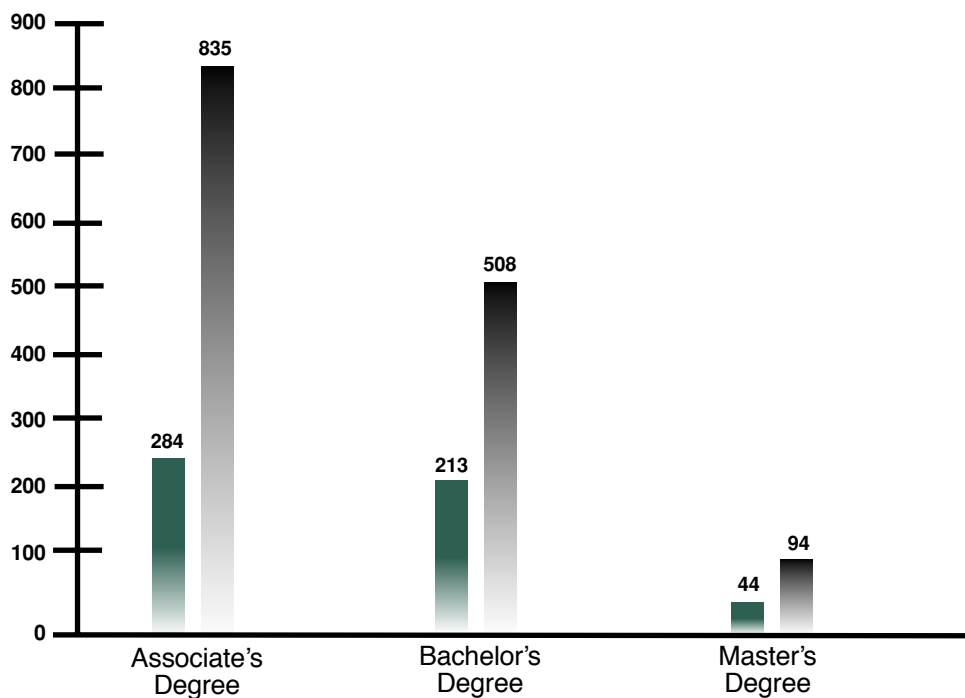
**Total number of successful employment outcomes: 5,563**

# Impact of VR Services on Education Levels of Consumers with Successful Employment Outcomes

– FY03 –



## Number of Consumers



## Grade of Consumers

**Total number of successful employment outcomes: 5,563**

1,437 individuals (26%) earned a degree after receiving VR services in FY03.

# Race of Consumers with Successful Employment Outcomes

(comparison of FY02 and FY03 consumers)

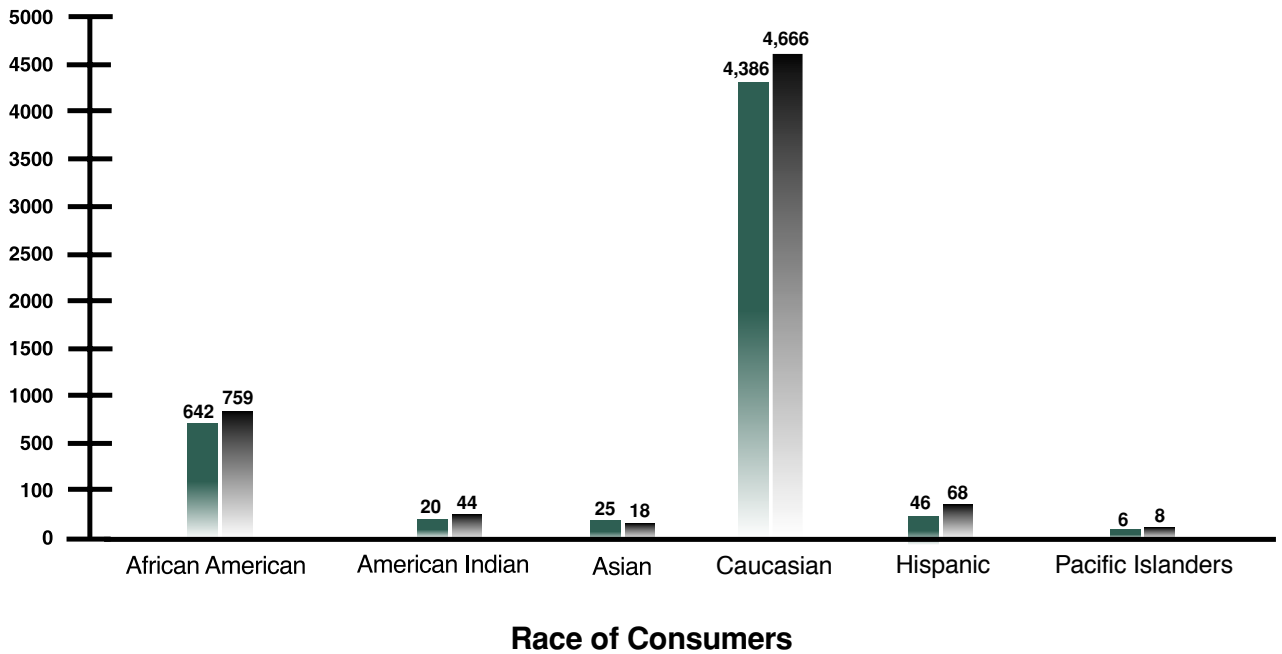


FY 02



FY 03

## Number of Consumers



***FY 02 – Total number of successful employment outcomes: 5,125***

***FY 03 – Total number of successful employment outcomes: 5,563***

# Age and Gender of Consumers with Successful Employment Outcomes

(comparison of FY02 and FY03 consumers)

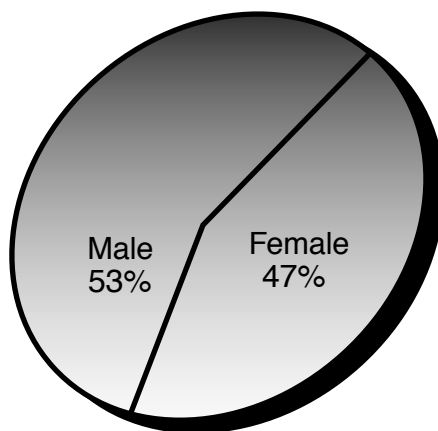
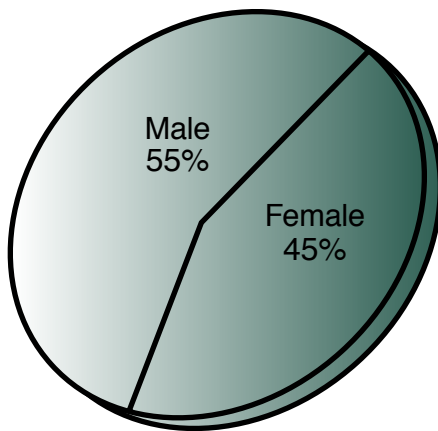


FY 02



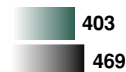
FY 03

**Gender of Consumers**



**Age of Consumers**

Less than  
20 years



20-34  
years



35-44  
years



45-64  
years



More than  
64 years



**Number of Consumers**

***FY 02 – Total number of successful employment outcomes: 5,125***

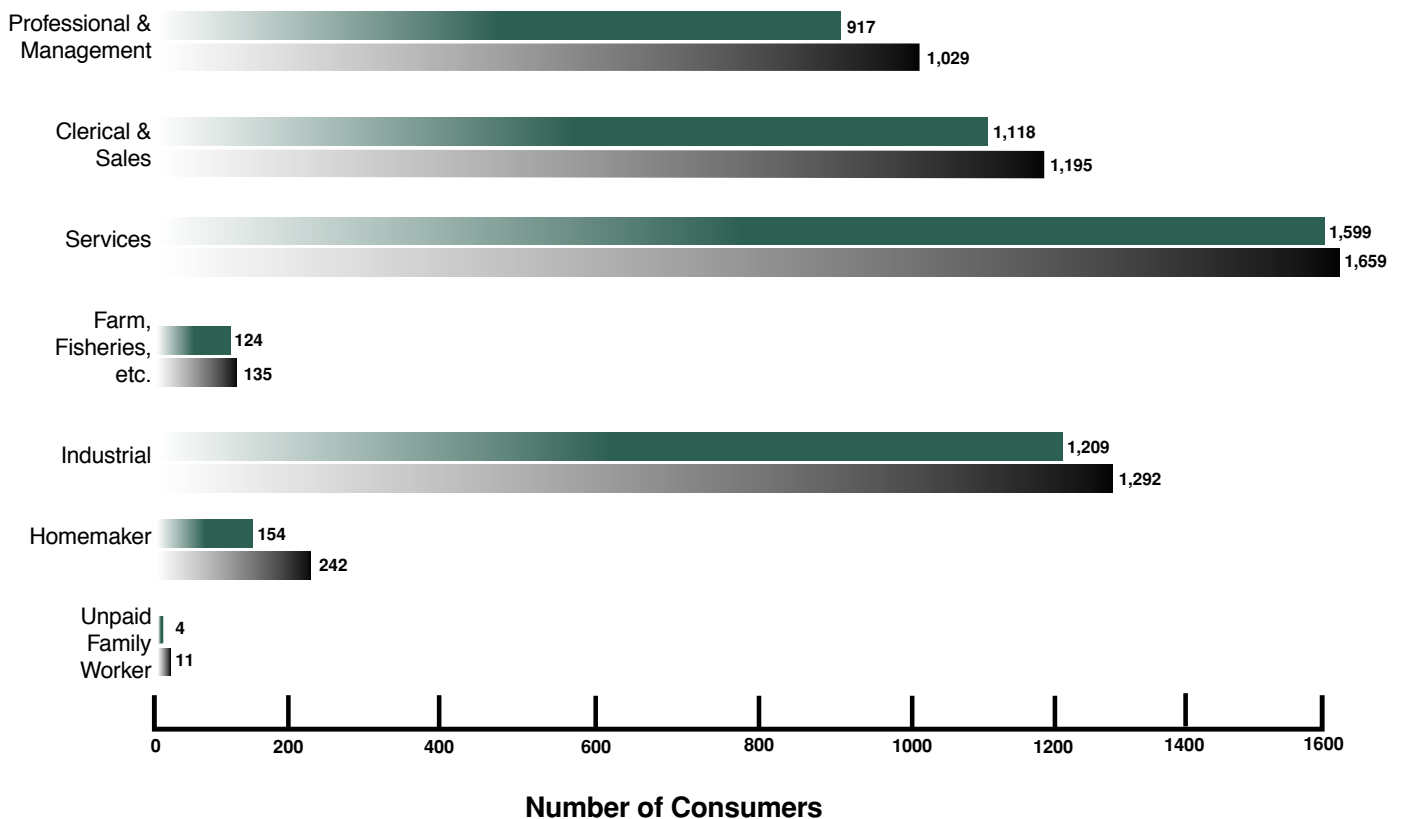
***FY 03 – Total number of successful employment outcomes: 5,563***

# Occupations of Consumers with Successful Employment Outcomes

(comparison of FY02 and FY03 consumers)

FY 02 FY 03

## Types of Occupations



***FY 02 – Total number of successful employment outcomes: 5,125***

***FY 03 – Total number of successful employment outcomes: 5,563***



# Centers for Independent Living

## **Access II, Independent Living Center**

611 W. Johnson  
Gallatin, MO 64640  
Gary Maddox, Executive Director  
Phone: (660) 663-2423  
TTY: (660) 663-2663  
Fax: (660) 663-2517  
Web site: [www.accessii.org](http://www.accessii.org)

## **Boothel Area Independent Living Services**

900 S. By-Pass  
P. O. Box 326  
Kennett, MO 63857  
Jay Rhew, Acting Executive Director  
Phone & TTY: (573) 888-0002  
Toll free: (888) 449-0949  
Fax: (573) 888-0708  
Web site: [www.bails.org](http://www.bails.org)

## **Delta Center for Independent Living**

5933 Highway 94 South, Suite 107  
St. Charles, MO 63304  
Nancy Murphy, Executive Director  
Phone & TTY: (636) 926-8761  
Fax: (636) 447-0341  
Web site: [www.dcil.org](http://www.dcil.org)

## **Disabled Citizens Alliance for Independence**

P. O. Box 675  
Viburnum, MO 65566  
Rich Blakley, Executive Director  
Phone: (573) 244-5402  
TTY: (573) 244-3315  
Fax: (573) 244-5609  
Web site: [www.viburnum.net/dcai/](http://www.viburnum.net/dcai/)

## **Disability Resource Association**

420B S. Truman Boulevard  
Crystal City, MO 63019  
Craig Henning, Executive Director  
Phone: (636) 931-7696  
TTY: (636) 937-9016  
Fax: (636) 937-9019  
Web site: [www.disabilityresourceassociation.org](http://www.disabilityresourceassociation.org)

## **Independent Living Center of Southeast MO**

809 W. Pine  
Poplar Bluff, MO 63901  
Bruce Lynch, Executive Director  
Phone & TTY: (573) 686-2333  
Fax: (573) 686-0733  
Web site: [www.ilcsm.org](http://www.ilcsm.org)

## **Independent Living Resource Center**

3620-D W. Truman Boulevard  
Jefferson City, MO 65109-6125  
Stephanie Cox, Interim Executive Director  
Phone & TTY: (573) 556-0400  
Toll free: (877) 627-0400  
Fax: (573) 556-0402  
Web site: [www.ilrcjcmo.org](http://www.ilrcjcmo.org)

## **Living Independently for Everyone**

1109 Ste. Genevieve

Farmington, MO 63640  
Tim Azinger, Executive Director  
Phone: (573) 756-4314  
TTY: (573) 760-1402  
Fax: (573) 756-3507  
Web site: [www.lifecilmo.org](http://www.lifecilmo.org)

## **Midland Empire Resources for Independent Living**

3715 Beck Road, Building D, Suite 403  
St. Joseph, MO 64506  
Debbie Merritt, Executive Director  
Phone: (816) 279-8558  
TTY: (816) 279-4943  
Toll free: (800) 242-9326  
Fax: (816) 279-1550  
Web site: [www.meril.org](http://www.meril.org)

## **North East Independent Living Services**

109 Virginia, Suite 560  
Hannibal, MO 63401  
Stephanie O'Brian, Executive Director  
Phone & TTY: (573) 221-8282  
Fax: (573) 221-9445  
Web site: [www.neilscenter.org](http://www.neilscenter.org)

## **On My Own, Inc.**

111 N. Elm  
Nevada, MO 64772  
Jack Brock, Executive Director  
Phone: (417) 667-7007  
Fax: (417) 667-6262  
E-mail: [onmyownnevada@earthlink.net](mailto:onmyownnevada@earthlink.net)

## **Ozark Independent Living**

109 Aid Avenue  
West Plains, MO 65775  
Cindy Moore, Executive Director  
Phone: (417) 257-0038  
Toll free: (888) 440-7500  
Fax: (417) 257-2380  
Web site: <http://users.townsq.com/ozark/>

## **Paraquad**

311 N. Lindbergh Boulevard  
St Louis, MO 63141  
Bob Funk, Executive Director  
Phone: (314) 567-1558  
TTY: (314) 567-5552  
Fax: (314) 567-1559  
Web site: [www.paraquad.org](http://www.paraquad.org)

## **Rural Advocates for Independent Living**

715 S. Baltimore  
Kirksville, MO 63501  
Jack Lambrecht, Executive Director  
Phone: (660) 627-7245  
TTY: (660) 627-0614  
Toll free: (800) 681-7245  
Fax: (660) 627-0525  
Web site: [www.nemr.net/~ritt/](http://www.nemr.net/~ritt/)

## **SEMO Alliance for Disability Independence, Inc.**

121 S. Broadview Plaza, Suite 12  
Cape Girardeau, MO 63703-5702  
Miki Gudermuth, Executive Director  
Phone & TTY: (573) 651-6464  
Toll free: (800) 898-7234  
Fax: (573) 651-6565  
Web site: [www.sadi.org](http://www.sadi.org)

## **Services for Independent Living**

1401 Hathman Place  
Columbia, MO 65201  
Mark Stone, Executive Director  
Phone: (573) 874-1646  
TTY: (573) 874-4121  
Fax: (573) 874-3564  
Web site: [www.silcolumbia.org](http://www.silcolumbia.org)

## **SW Center for Independent Living**

2864 Nettleton Avenue  
Springfield, MO 65807  
Ann Morris, Executive Director  
Phone & TTY: (417) 886-1188  
Toll free: (800) 676-7245  
Fax: (417) 886-3619  
Web site: [www.swcil.org](http://www.swcil.org)

## **The Independent Living Center, Inc.**

1001 E. 32nd Street  
Joplin, MO 64804  
Jeff Flowers, Interim Executive Director  
Phone: (417) 659-8086  
TTY: (417) 659-8702  
Toll free: (800) 346-8951  
Fax: (417) 659-8087  
Web site: [www.ilcenter.org](http://www.ilcenter.org)

## **The Whole Person, Inc.**

301 E. Armour Boulevard, Suite 430  
Kansas City, MO 64111  
David Robinson, Executive Director  
Phone: (816) 561-0304  
TTY: (816) 931-2202  
Toll free: (800) 878-3037  
Fax: (816) 753-8163  
Web site: [www.thewholeperson.org](http://www.thewholeperson.org)

## **Tri-County Center for Independent Living**

1420 Highway 72 East  
Rolla, MO 65401  
Victoria Evans-Heitzler, Executive Director  
Phone & TTY: (573) 368-5933  
Fax: (573) 368-5991  
Web site: [www.rollanet.org/~tricill/](http://www.rollanet.org/~tricill/)

## **West-Central Independent Living Services**

123 E. Gay, Suite A-1  
Warrensburg, MO 64093  
LeAnne Weakley, Executive Director  
Phone: (660) 422-7883  
TTY: (660) 422-7894  
Toll free: (800) 236-5175  
Fax: (660) 422-7895  
Web site: [www.w-ils.org](http://www.w-ils.org)

# Community Rehabilitation Program Providers

## **Adult Vocational Services of Jefferson County, Inc.**

12 Municipal Drive, Suite A  
Arnold, MO 63010  
Annette Kendrick, Director  
Phone: (636) 282-0593  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## **Advent Enterprises, Inc.**

2116 Nelwood Drive  
Columbia, MO 65202-3645  
Russell Doumas, President  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.advent.org

- **Job Center Branch**  
Columbia, MO
- **Advent North Branch**  
Moberly, MO
- **Resource Center Branch**  
Columbia, MO
- **Advent South Branch**  
Jefferson City, MO
- **Advent South Satellite**  
Jefferson City, MO

## **Center for Human Services – CHS Jobs**

1500 Ewing Drive  
Sedalia, MO 65301  
Roger A. Garlich, Executive Director  
Phone: (660) 827-2100  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## **Community Living, Inc.**

1040 St. Peters Howell Road  
St. Peters, MO 63376  
Barb Griffith, Executive Director  
Phone: (636) 970-2800  
Fax: (636) 970-2811  
Web site: www.cilservices.org

## **Epilepsy Foundation of Kansas and Western Missouri**

6550 Troost, Suite B  
Kansas City, MO 64131  
Peggy Walls, Executive Director  
Phone: (816) 444-2800 or (800) 972-5163  
Fax: (816) 444-6777  
E-mail: pwalls@efha.org

## **Epilepsy Foundation of the St. Louis Region**

7100 Oakland  
St. Louis, MO 63117-1881  
Darla Templeton, Executive Vice President  
Phone: (314) 645-6969  
Fax: (314) 645-1520  
Web site: stl-epil.org

## **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1794

Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-7616  
Web site: www.mokangoodwill.org

- **St. Joseph Satellite**  
St. Joseph, MO

## **Independence Center**

4380 W. Pine Boulevard  
St. Louis, MO 63108-2206  
Robert B. Harvey, Executive Director  
Phone: (314) 533-4380  
Fax: (314) 531-7372  
E-mail: rharvey@independencecenter.org

- **Midland House**  
University City, MO

## **Jewish Vocational Service**

1608 Baltimore  
Kansas City, MO 64108  
Joy Foster, Executive Director  
Phone: (816) 471-2808  
TTY: (816) 471-7461  
Fax: (816) 471-2930  
E-mail: jcfoster@jvskc.org

## **Kirkville Area Technical Center**

1103 S. Cottage Grove  
Kirkville, MO 63501  
Terri Jones, Director  
Phone: (660) 665-2865  
Fax: (660) 626-1477  
E-mail: terri\_j@kirkville.k12.mo.us

## **Lakes Country Resource Centers**

222 E. Water Street  
Springfield, MO 65806  
Bontiea Goss, CEO  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
E-mail: bgoss@lakescountry.com

- **Camdenton Satellite**  
Camdenton, MO
- **Cape Girardeau Satellite**  
Cape Girardeau, MO
- **Farmington Satellite**  
Farmington, MO
- **Joplin Satellite**  
Joplin, MO
- **Nevada Satellite**  
Nevada, MO
- **Poplar Bluff Satellite**  
Poplar Bluff, MO
- **Rolla Satellite**  
Rolla, MO
- **St. Louis Satellite**  
St. Louis, MO
- **Springfield Satellite**  
Springfield, MO
- **West Plains Satellite**  
West Plains, MO

## **MERS/Missouri Goodwill Industries**

Downtown Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- **MERS Cape Girardeau**  
Cape Girardeau, MO
- **MERS Goodwill Franklin County Area**  
Washington, MO
- **MERS Goodwill Mid County Lippman Ctr.**  
Brentwood, MO
- **MERS Goodwill North County Area**  
Florissant, MO
- **MERS Goodwill**  
Poplar Bluff, MO
- **MERS Goodwill St. Charles Area**  
St. Charles, MO
- **MERS Goodwill South County Area**  
Lemay, MO
- **MERS Goodwill Springfield**  
Springfield, MO
- **MERS Goodwill West County Area**  
Ellisville, MO

## **Missouri Rehabilitation Center**

600 N. Main  
Mt. Vernon, MO 65712  
Dennis Stambaugh, Center Director  
Phone: (417) 466-3711  
TTY: (800) 735-2966  
Fax: (417) 461-5770  
Web site: muhealth.org/~rehab

## **Ozarks Technical Community College**

Counseling and Career Resources  
P.O. Box 5958  
Springfield, MO 65801-5958  
Joyce Thomas, Director of Counseling and Career Resources  
Phone: (417) 895-7298  
TTY: (417) 895-7235  
Fax: (417) 895-7042  
Web site: www.otc.cc.mo.us

## **The Rehabilitation Institute of Kansas City**

3011 Baltimore  
Kansas City, MO 64108  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
Web site: www.rehabkc.org

- **Independence Satellite**  
Independence, MO
- **St. Joseph Satellite**  
St. Joseph, MO
- **Warrensburg Satellite**  
Warrensburg, MO

# Supported Employment Service Providers

## **Adult Vocational Services of Jefferson County, Inc.**

12 Municipal Drive, Suite A  
Arnold, MO 63010  
Annette Kendrick, Director  
Phone: (636) 282-0593  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## **Advent Enterprises, Inc.**

2116 Nelwood Drive  
Columbia, MO 65202-3645  
Russell Doumas, President  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.advent.org

- *Advent North Branch*  
Moberly, MO
- *Advent South Branch*  
Jefferson City, MO

## **Alternative Community Training, Inc.**

2200 Burlington  
Columbia, MO 65202  
Mark Hassemer, Executive Director  
Phone: (573) 474-9446  
TTY: (573) 474-1199  
Fax: (573) 474-7458  
E-mail: mhassemer@socket.net

## **The ARC of the Ozarks**

1501 E. Pythian  
Springfield, MO 65802  
Gene Barnes, President/CEO  
Phone: (417) 864-7887  
Fax: (417) 864-4307  
E-mail: gbarnes@thearcoftheozarks.org

## **Arthur Center**

321 W. Promenade  
Mexico, MO 65265  
Terry Mackey, President  
Phone: (573) 582-6000  
Fax: (573) 582-1212  
E-mail: tmmacke@arthurcenter.com

- *Fulton Satellite*  
Options Unlimited  
Fulton, MO
- *Mexico Satellite*  
Options Unlimited  
Mexico, MO

## **Assisted Independence, Inc.**

36 S. Carriage Drive  
St. Joseph, MO 64506  
Rolla G. Johnson, Jr., President  
Phone: (816) 671-0002  
Fax: (816) 387-8828  
E-mail: assistedindependence@hotmail.com

## **Audrain Handicapped Services**

308 E. Jackson  
Mexico, MO 65265  
Tim M. Crews, Executive Director

Phone: (573) 581-8210  
Fax: (573) 581-5204  
E-mail: ahs@ktis.net

- *ACSES (Audrain County Supported Employment Services)*  
Mexico, MO

## **Callaway County Special Services**

911 Business 54 South  
Fulton, MO 65251  
Terry Weatherspoon, Executive Director  
Phone: (573) 642-1792  
TTY: (573) 642-1792  
Fax: (573) 642-2415  
E-mail: ccss@ktis.net

## **Casco Area Workshop, Inc.**

1800 Vine  
Harrisonville, MO 64701  
Peggy Kutchback, Executive Director  
Phone: (816) 380-7359  
Fax: (816) 380-7363  
E-mail: casco@tfs.net

## **The Center for Head Injury Services**

11664 Lilburn Park Road  
St. Louis, MO 63146  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
E-mail: dgunning@winstarmail.com

## **Center for Human Services – CHS Jobs**

1500 Ewing Drive  
Sedalia, MO 65301  
Roger A. Garlich, Executive Director  
Phone: (660) 827-2100  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## **Choices for People Center for Citizens with Disabilities**

1815 Forum Drive  
Rolla, MO 65401  
Bob Pellegrin, Executive Director  
Phone: (573) 364-7444  
TTY: (800) 735-2966  
Fax: (573) 364-5370  
E-mail: secpc@fidmail.com

## **College for Living**

Paraquad  
311 N. Lindbergh  
St. Louis, MO 63141  
Jeff Pomranka, Director  
Phone: (314) 569-1324  
Fax: (314) 567-1559  
Web site: www.paraquad.org

## **Community Employment, Inc.**

1538 S. Enterprise Avenue  
Springfield, MO 65804  
Jenny Smith, Program Manager  
Phone: (417) 869-4906 or (417) 869-4907  
Fax: (417) 869-4840  
E-mail: cemploymentinc@aol.com

## **Community Health Plus, BJC Behavioral Health**

1430 Olive, Suite 500  
St. Louis, MO 63103  
Debbie MacKie, Community Services Manager  
Phone: (314) 206-3764  
TTY: (314) 206-3837  
Fax: (314) 206-3709 or (314) 206-3708  
E-mail: djm3062@bjc.org

## **Community Living, Inc.**

1040 St. Peters Howell Road  
St. Peters, MO 63376  
Barb Griffith, Executive Director  
Phone: (636) 970-2800  
Fax: (636) 970-2811  
Web site: www.cilservices.org

## **Community Opportunities**

44 Opportunity Court  
P.O. Box 420  
Troy, MO 63379  
Mary Sullivan-Thomas, Executive Director  
Phone: (636) 462-7695  
Fax: (636) 528-5514  
E-mail: lcsb40@accessus.net

## **Community Options**

801-B Washington  
Chillicothe, MO 64601  
Joyce Jacobs, Executive Director  
Phone: (660) 646-0109  
Fax: (660) 646-2808

## **Comprehensive Mental Health Services, Inc.**

10901 Winner Road  
P.O. Box 520169  
Independence, MO 64052-0169  
William H. Kyles, President/CEO  
Phone: (816) 254-3652  
Fax: (816) 254-9243  
E-mail: bkyle@thecmhs.com

## **Developmental Center of the Ozarks**

1545 E. Pythian  
Springfield, MO 65802  
Allan McKelvy, Executive Director  
Phone: (417) 829-0850 or (417) 829-0851  
TTY: (417) 831-1545  
Fax: (417) 865-7603  
E-mail: amckelvy@dcoonline.com

- *Taney County Satellite*  
Branson, MO

## **Diverse Options**

807 Gulf Street  
P.O. Box 562  
Lamar, MO 64759  
Melinda Wilson, CEO  
Phone: (417) 682-5260  
Fax: (417) 682-5260

## Supported Employment Service Providers (continued)

### Endless Options, Inc.

222 E. Davis  
Fayette, MO 65248-0029  
Debra Miller, Executive Director  
Phone: (660) 248-5233  
Fax: (660) 248-3779  
E-mail: endless@coin.org

### Gasconade County Special Services

310 N. First Street  
Owensville, MO 65066  
Susan Steinbeck, Business Manager  
Phone: (573) 437-5800  
Fax: (573) 437-5801  
E-mail: gcss@fidnet.com

### Genesis Employment, Inc.

948 Lester Street  
Poplar Bluff, MO 63901  
Remona Johnson-Grubb, Director  
Phone: (573) 686-3200  
Fax: (573) 686-3664  
E-mail: genesisemployment@semo.net

### Greater Kansas City Foundation for Citizens with Disabilities

1014 W. 39th Street  
Kansas City, MO 64111  
Jacqueline Bond, Executive Director  
Phone: (816) 931-4694  
Fax: (816) 931-3455  
E-mail: jbgkcf@comcast.net

### The Helping Hand of Goodwill Industries

1817 Campbell Street  
Kansas City, MO 64108-1794  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-7616  
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*  
St. Joseph, MO

### High Hope Employment Services, Inc.

P.O. Box 67  
Milan, MO 63556  
Dianne L. Leslie, Executive Director  
Phone: (660) 265-4614  
Fax: (660) 265-3016  
E-mail: highhope@nemr.net

### Independence Center

4380 W. Pine Boulevard  
St. Louis, MO 63108-2206  
Robert B. Harvey, Executive Director  
Phone: (314) 533-4380  
Fax: (314) 531-7372  
E-mail: rharvey@independencecenter.org

- *Midland House*  
University City, MO
- *St. Charles Satellite*  
St. Louis, MO

### JESS

7020 Chippewa  
St. Louis, MO 63119  
Marcy Soda, Ph.D., Executive Director  
Phone: (314) 644-1913  
Fax: (314) 644-0461  
E-mail: msoda@jessinc.org

- *St. Peters Satellite*  
St. Peters, MO

### Judevine Center for Autism

8229 N. Broadway  
St. Louis, MO 63147  
Rebecca Blackwell, Executive Director  
Phone: (314) 385-5373  
Fax: (314) 385-7896  
Web site: www.judevine.org

### Lake of the Ozarks Developmental Center

P.O. Box 753  
Camdenton, MO 65020  
Marilyn L. Martin, Executive Director  
Phone: (573) 346-4574  
Fax: (573) 346-7426  
E-mail: employ@usmo.com

### Lakes Country Resource Centers

222 E. Water Street  
Springfield, MO 65806  
Bontiea Goss, CEO  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
E-mail: bgoss@lakescountry.com

- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

### Learning Opportunities Quality Works, Inc.

P.O. Box 254  
Monroe City, MO 63456  
Wendy Hays, Executive Director  
Phone: (573) 735-4282  
Fax: (573) 735-2580  
Web site: www.loqw.com

- *Hannibal Satellite*  
Hannibal, MO
- *Kirkville Satellite*  
Kirkville, MO

### Life Skills Foundation

10176 Corporate Square Drive,  
Suite 100  
St. Louis, MO 63132-2924  
Wendy Buehler, Executive Director  
Phone: (314) 567-7705  
Fax: (314) 567-6539  
Web site: www.lifeskills-stl.org

- *St. Charles Satellite*  
St. Charles, MO
- *St. Louis City Satellite*  
St. Louis, MO

### MERS / Missouri Goodwill Industries

Downtown Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- *MERS Cape Girardeau*  
Cape Girardeau, MO
- *MERS Goodwill Franklin County Area*  
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*  
Brentwood, MO
- *MERS Goodwill North County Area*  
Florissant, MO
- *MERS Goodwill Poplar Bluff*  
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*  
St. Charles, MO
- *MERS Goodwill South County Area*  
Lemay, MO
- *MERS Goodwill Springfield*  
Springfield, MO
- *MERS Goodwill West County Area*  
Ellisville, MO

### Ozark Valley's Community Services, Inc.

135 S. Main  
P.O. Box 156  
Ironton, MO 63650-0156  
Charlotte Nichols-Stevens,  
Executive Director  
Phone: (573) 546-2418  
or (573) 546-7841  
Fax: (573) 546-4241  
E-mail: cstevens@mail.tigernet.gen.mo.us

- *Farmington Satellite*  
OVCS Employment Services  
Farmington, MO

### Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive  
Clinton, MO 64735  
Jerry Osborn, President/CEO  
Phone: (660) 885-8131  
Fax: (660) 885-2393  
Web site: www.pathwaysonline.org



## Supported Employment Service Providers (continued)

- *Belton Satellite*  
Belton, MO
- *Butler Satellite*  
Butler, MO
- *El Dorado Springs Satellite*  
El Dorado Springs, MO
- *Harrisonville Satellite*  
Harrisonville, MO
- *Higginsville Satellite*  
Higginsville, MO
- *Nevada Satellite*  
Nevada, MO
- *Odessa Satellite*  
Odessa, MO
- *Sedalia Satellite*  
Sedalia, MO
- *Warrensburg Satellite*  
Warrensburg, MO

### **Pike County Agency for Developmental Disabilities**

900 Independence Drive, SB40  
Bowling Green, MO 63334  
Betsy Barnes, Executive Director  
Phone: (573) 324-3875  
TTY: (573) 324-3553  
Fax: (573) 324-6391  
E-mail: pcsb40@nemonet.com

### **ReDiscover**

(Formerly Research Mental Health Services)  
901 N.E. Independence Avenue  
Lee's Summit, MO 64086  
Alan Flory, President  
Phone: (816) 246-8000  
Fax: (816) 246-8207  
E-mail: alflory@rediscovermh.org

- *South Satellite*  
Kansas City, MO

### **The Rehabilitation Institute of Kansas City**

3011 Baltimore  
Kansas City, MO 64108  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
Web site: www.rehabkc.org

- *Independence Satellite*  
Independence, MO

### **St. Louis Association for Retarded Citizens, Inc.**

1816 Lackland Hill Parkway, Suite 200  
St. Louis, MO 63146  
Kathleen Meath, Executive Director  
Phone: (314) 569-2211  
TTY: (314) 569-2010  
Fax: (314) 569-0778  
Web site: www.slarc.org

### **Tri-County Mental Health Services, Inc.**

3100 N.E. 83rd Street, Suite 1001  
Kansas City, MO 64119-9998  
Morty Lebedun, Executive Director  
Phone: (816) 468-0400  
TTY: (816) 468-0144  
Fax: (816) 468-6635  
Web site: tri-countymhs.org

### **Truman Employment Service**

(Formerly Network Employment Services)  
2211 Charlotte  
Kansas City, MO 64108  
John Bluford, President/Chief  
Executive Leader  
Phone: (816) 404-6260  
Fax: (816) 404-5731  
Web site: www.trumed.org

- *Assertive Community Outreach (ACO)*  
Kansas City, MO
- *Swope Health Central*  
Kansas City, MO

### **United Cerebral Palsy of Northwest Missouri**

3303 Frederick  
St. Joseph, MO 64506  
Teresa Gagliano, Executive Director  
Phone: (816) 364-3836 or (800) 404-1844  
Fax: (816) 390-8546  
Web site: www.ccp.com/~ucpnwmo

### **United Cerebral Palsy of Greater St. Louis**

8645 Old Bonhomme Road  
University City, MO 63132-3999  
Richard Forkosh, Executive Director  
Phone: (314) 994-1600  
Fax: (314) 994-0179  
Web site: www.ucpstl.org

### **Unlimited Opportunities, Inc.**

1620 W. Ashley Road  
P.O. Box 239  
Boonville, MO 65233-0239  
Vicki McCarrell, Executive Director  
Phone: (660) 882-5576  
TTY: (660) 882-8339  
Fax: (660) 882-7483  
Web site: www.uoi.org

### **Vocational Services, Inc.**

935 S. Kent  
Liberty, MO 64068  
Randy Hylton, Executive Director  
Phone: (816) 781-6292  
Fax: (816) 781-8797  
Web site: vsiserve.org

# Vocational Rehabilitation Offices

**Cape Girardeau VR**

3102 Blattner Drive, Suite 103  
P.O. Box 1087  
Cape Girardeau, MO 63702-1087  
Phone: (573) 290-5788  
Fax: (573) 290-5921  
Toll free: (877) 702-9883  
TTY: (573) 290-5385  
Ron Parker, Supervisor

**Central Office VR**

3024 Dupont Circle  
Jefferson City, MO 65109  
Phone: (573) 751-3251  
Fax: (573) 751-1441  
Toll free: (877) 222-8963  
TTY: (573) 751-0881  
Ron Vessell, Assistant Commissioner

**Chillicothe VR**

603 W. Mohawk Road  
Chillicothe, MO 64601-3919  
Phone: (660) 646-1542  
Fax: (660) 646-9741  
Toll free: (866) 572-4049  
Robert Zirfas, Supervisor

**Columbia VR**

1500 Vandiver Drive, Suite 111  
Columbia, MO 65202-1563  
Phone: (573) 882-9110  
Fax: (573) 884-5250  
Toll free: (877) 222-8961  
TTY: (573) 882-9117  
Duane Shumate, Supervisor

**Farmington VR**

800 Progress Drive  
P.O. Box 230 (63640-0230)  
Farmington, MO 63640-9157  
Phone: (573) 218-6100  
Fax: (573) 218-6107  
Toll free: (800) 640-7110  
TTY: (573) 218-6119  
Jesse Sitzes, Supervisor

**Hannibal VR**

112 Jaycee Drive  
Hannibal, MO 63401-2275  
Phone: (573) 248-2410  
Fax: (573) 248-2409  
Toll free: (877) 222-8960  
Jo Moncrief, Supervisor

**Jefferson City VR**

1500A Southridge Drive  
Jefferson City, MO 65109-1135  
Phone: (573) 751-2343  
Fax: (573) 526-4474  
Neil Harms, Supervisor

**Joplin VR**

801 E. 15th Street  
Joplin, MO 64804-0922  
Phone: (417) 629-3067  
Fax: (417) 629-3148  
Toll free: (877) 222-8964  
Tony Logan, Supervisor

**Kansas City Downtown VR**

615 E. 13th Street, Room G-3  
Kansas City, MO 64106-2870  
Phone: (816) 889-2581  
Fax: (816) 889-2586  
Larry Allen, Supervisor

**Kansas City East VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063  
Phone: (816) 622-0600  
Fax: (816) 622-0610  
Jay Robertson, Supervisor

**Kansas City North VR**

310 N.W. Englewood Road,  
Suite 300  
Gladstone, MO 64118-0040  
Phone: (816) 467-7900  
Fax: (816) 467-7924  
Toll free: (877) 270-0198  
TTY: (877) 270-0201  
James Ankrom, Supervisor

**Kansas City South VR**

1734 E. 63rd Street, Room 201  
Kansas City, MO 64110-3537  
Phone: (816) 889-3800  
Fax: (816) 889-3806  
John Ryan, Supervisor

**Kansas City Transition VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063  
Phone: (816) 622-0611  
Fax: (816) 622-0618  
Brenda Simmons, Supervisor

**Kirksville VR**

1412 N. Osteopathy, Suite B  
Kirksville, MO 63501-3581  
Phone: (660) 785-2550  
Fax: (660) 785-2552  
Toll free: (877) 222-8962  
James Higgins, Supervisor

**Nevada VR**

621 E. Highland, Suite 2  
Nevada, MO 64772-3971  
Phone: (417) 448-1332  
Fax: (417) 448-1351  
Toll free: (800) 598-3471  
Raymond Drake, Supervisor

**Poplar Bluff VR**

1903 Northwood Drive, Suite 3  
Poplar Bluff, MO 63901  
Phone: (573) 840-9550  
Fax: (573) 840-9551  
Toll free: (800) 281-9894  
Donna Knodell, Supervisor

**Rolla VR**

1101 W. Kingshighway  
P.O. Box 550 (65402-0550)  
Rolla, MO 65401  
Phone: (573) 368-2266  
Fax: (573) 368-2382  
Toll free: (800) 890-2867  
Clarissa White, Supervisor

**Sedalia VR**

2115 W. Broadway  
Sedalia, MO 65301-2114  
Phone: (660) 530-5560  
Fax: (660) 530-5567  
Toll free: (800) 924-0419  
Karen Wilson-Cave, Supervisor

**Springfield North VR**

613 E. Kearney  
Springfield, MO 65803  
Phone: (417) 895-5863  
Fax: (417) 895-5869  
Toll free: (877) 222-8965  
TTY: (417) 895-7934  
Anita Michel, Supervisor

**Springfield South VR**

1735 W. Catalpa, Suite C  
Springfield, MO 65807  
Phone: (417) 895-5720  
Fax: (417) 895-5725  
Toll free: (877) 222-8967  
Melissa Steele-Lufcy, Supervisor

**St. Charles VR**

3737 Harry S. Truman Blvd., Suite 400  
St. Charles, MO 63301-4052  
Phone: (636) 940-3300  
Fax: (636) 940-3313  
Janis Miller, Supervisor

**St. Joseph VR**

State Office Building  
525 Jules, Room 201  
St. Joseph, MO 64501-1990  
Phone: (816) 387-2280  
Fax: (816) 387-2089  
Toll free: (877) 702-9876  
Yvonne Wright, Supervisor

## Vocational Rehabilitation Offices (continued)

### **St. Louis Downtown VR**

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St. Louis, MO 63101

Phone: (314) 340-7926

Fax: (314) 340-7930

Jeather Smith, Supervisor

### **St. Louis North VR**

4040 Seven Hills Road, Suite 257

Florissant, MO 63033

Phone: (314) 877-3200

Fax: (314) 877-3201

Sam Townsend, Supervisor

### **St. Louis South VR**

3248 Laclede Station Road

St. Louis, MO 63143

Phone: (314) 877-1900

Fax: (314) 877-1920

Toll free: (877) 222-8968

Karen Klenke, Supervisor

### **St. Louis Southwest VR**

7545 S. Lindbergh, Suite 120

St. Louis, MO 63125

Phone: (314) 416-2883

Fax: (314) 416-2905

Toll free: (866) 206-8948

Barb Hoelzer, Supervisor

### **St. Louis West VR**

1845 Borman Court, Suite 100

St. Louis, MO 63146-4126

Phone: (314) 340-4621

Fax: (314) 340-4666

Toby Eckert, Supervisor

### **West Plains VR**

3417 Division Drive, Suite 2

West Plains, MO 65775

Phone: (417) 256-8294

Fax: (417) 256-8479

Toll free: (877) 222-8959

Charles Kimberlin, Supervisor

### **Workforce Development Center**

1500 Vandiver Drive, Suite 111

Columbia, MO 65202-1563

Phone: (573) 882-9110

Fax: (573) 884-5250

Toll free: (877) 222-8961

TTY: (573) 882-9117



# Listing of Acronyms

ADs	Assistant Directors
ADA	Americans with Disabilities Act
BLN	Business Leadership Network
CAJT	Community Access and Job Training
CAP	Client Assistance Program
CART	Computer Assisted Real-Time
CE	Consultative Examination
CILs	Centers for Independent Living
CMS	Center for Medicare and Medicaid Services ( <i>previously known as Health Care Financing Administration – HCFA</i> )
CO	Central Office
COOP	Cooperative Work Experience Program
CPS	Comprehensive Psychiatric Services
CRC	Certified Rehabilitation Counselor
CRPs	Community Rehabilitation Programs
CSAVR	Council of State Administrators of Vocational Rehabilitation
DDS	Disability Determinations Services
DESE	Department of Elementary and Secondary Education
DFS	Division of Family Services
DHSS	Department of Health and Senior Services
DMH	Department of Mental Health
DMS	Department of Medical Services
DOs	District Offices
DOLIR	Department of Labor and Industrial Relations
DSU	Designated State Unit ( <i>Voc Rehab</i> )
DVR	Division of Vocational Rehabilitation
DWD	Division of Workforce Development
EEOC	Equal Employment Opportunity Commission
FOs	Field Offices
FTEs	Full-Time Equivalents ( <i>Full-Time Employees</i> )
HBCU	Historically Black Colleges and Universities
HR	Human Resources
I & E Grants	Innovation and Expansion Grants
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Educational Plan
IHOs	Impartial Hearing Officers
IL	Independent Living
ILRC	Independent Living Resource Center
ILS	Independent Living Services
ILW	Independent Living Waiver
IPE	Individual Plan of Employment
IT	Information Technology
IVT	Interactive Video Training
JAN	Job Accommodation Network
LCSW	Licensed Clinical Social Worker
LPC	Licensed Practical Counselor
LWIB	Labor and Workforce Investment Board
MC	Medical Consultant
MDVR	Missouri Division of Vocational Rehabilitation
MoRIS	Missouri Rehabilitation Information System
MoTAP	Missouri Transition Alliance Partnership
MOUs	Memorandums of Understanding

## Listing of Acronyms (continued)

MRA	Missouri Rehabilitation Association
MRDD	Mental Retardation Developmental Disabilities
MSP	Medicaid State Plan
MTEC	Missouri Training and Education Council
NIDRR	National Institute on Disability Rehabilitation Research
NME	Non-Medicaid Eligible
OA	Office of Administration
OSEP	Office of Special Education Programs
OSERS	Office of Special Education and Rehabilitation Services
PAS	Personal Assistance Services
PCA	Personal Care Assistance
QAR	Quality Assessment Review
RCEP	Rehabilitation Continuing Education Program
RO	Regional Office
RSA	Rehabilitation Services Administration
SAM II	Statewide Advantage for Missouri ( <i>Missouri's integrated financial, HR and payroll system</i> )
SESPs	Supported Employment Services Programs
SILC	State Independent Living Council
SD	Significantly Disabled
SR	Success Rate
SRC	State Rehabilitation Council
SS	Social Security
SSA	Social Security Administration
STATUS 08	Case Closure after Referral for Services
STATUS 26	Successful Employment Case Closure
STATUS 28	Case Closure Not Rehabilitated after IPE
STATUS 30	Case Closure Not Rehabilitated before IPE
TANF	Temporary Assistance for Needy Families
TAP	Telecommunications Access Program
VA	Veterans Administration
VR	Vocational Rehabilitation
WEC	Work Experience Coordinators
WIA	Workforce Investment Act
WIB	Workforce Investment Board

The Division of Vocational Rehabilitation, a division of the Missouri Department of Elementary and Secondary Education, does not discriminate on the basis of race, color, national origin, gender or disability in its programs or employment practices. Anyone who requires auxiliary aids or services in connection with vocational rehabilitation services should contact the Division of Vocational Rehabilitation at 573-751-3251 or through Missouri Relay at 1-800-735-2966 TTY, 1-800-735-2466 VOICE or dial 711.